

How to use this manual

This document has been designed to provide you with complete product knowledge. You can resize the document window, print this document, access linked web sites and get information from specially prepared graphics.

- To jump to a linked topic or a web site, click the underlined blue text, or the hand symbol  whenever it appears.
- To show a short description (tooltip) of an object, move your mouse cursor over it. A tooltip appears after a few seconds.

You can choose to print portions of this document:

1. On the Contents tabbed page to your left, click a topic heading.
2. On the menu, click the Print button.
3. In the dialog box that appears, click the option to print one topic only, or all topics under a heading.
- 3.

Introduction

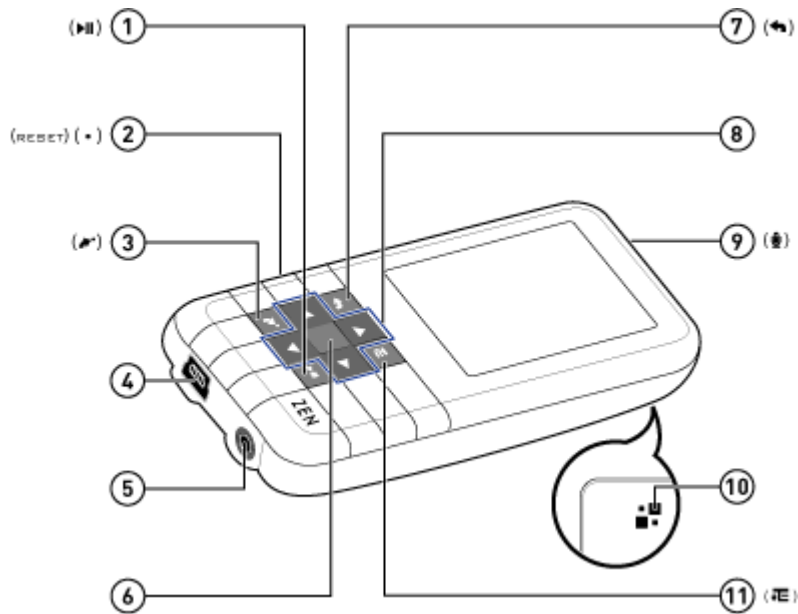
This user's guide details the features of your Creative ZEN

® Mozaic EZ. Creative ZEN Mozaic EZ is a music and video player, alarm clock, recorder, and radio, all rolled into one.

For setup and installation instructions, refer to the printed Quick Start that comes with your player.

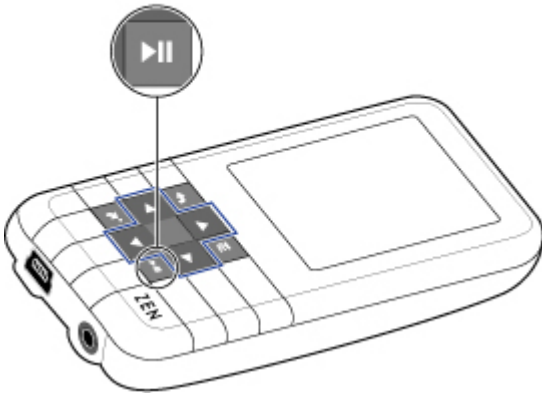
Your Player at a Glance

This section introduces your player and its parts. Click the numbered labels for more information.



Turning Your Player On and Off

1. To turn on your player, press and hold ► until the display screen lights up.
2. To turn off your player, press and hold ► until the Shutting down... message appears.



Selecting Menus and Options

Your player has many menus and options from which you can select. This section explains the difference between menus and options, and how to access them.

Menus are categories of content or player information. Examples of menus are Music and Settings.

Options are actions you can perform on a menu item. Examples of options are Play and Seek To.

When you turn on your player, you see the main menu. The main menu on your player leads to secondary menus called submenus. Submenus themselves can lead to other menus. Every menu has options.

For more information, click the screen diagrams below.

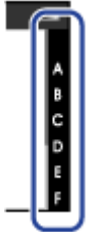


Selecting an item

1. Press  or  to highlight a menu or option item.
2. Press OK.
- 2.

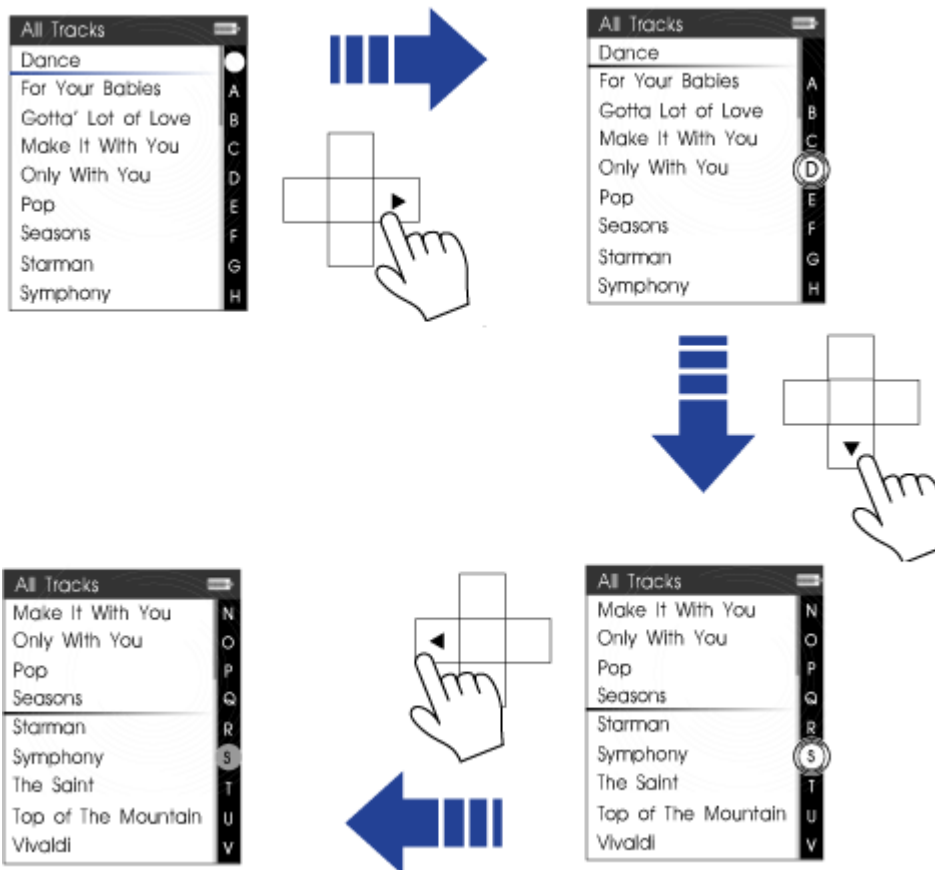
Navigating a List Quickly

When you have a long list of items, the alphabet bar helps you to move quickly from one part of the list to another.



Use the Direction Pad

- when moving along the alphabet bar, and
- when navigating between the alphabet bar and the list you are navigating.



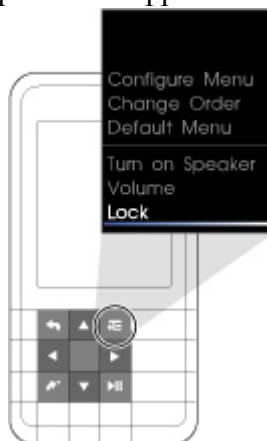
The alphabet bar appears in selected menus.

Locking Your Player

Locking your player disables the functions of all buttons on your player. Locking your player is useful when you do not want to accidentally activate functions on your player, such as when your player is in your pocket or bag.

To lock your player

Press  and select **Lock** from the options that appear.



The Lock  icon appears on the top right corner of the display screen.

To unlock your player

Press any button, and select **Yes** to confirm.

Playing and Managing Media Files

This chapter tells you how to obtain, play and manage different media on your player.

- [Ripping Music](#)
- [Transferring Files to Your player](#)
- [Creating Playlists](#)
- [Playing and Managing Music Tracks](#)
- [Playing Audible Files](#)
- [Listening to the Radio](#)
- [Recording with the Built-in Microphone](#)
- [Viewing and Managing Photos](#)
- [Playing and Managing Videos](#)

Ripping Music

When you rip music, you convert music tracks (often from CDs) into a format suitable for playback on your computer. You can rip music easily using applications such as Creative Centrale or Windows Media Player.

1. Make sure the audio CD you want to rip from is placed inside your CD drive.
2. Start Creative Centrale on your computer.
3. In Creative Centrale, click the Rip  button. Follow the instructions on the screen. For more information, click the Help  button.



- When ripping tracks, make sure that they are tagged properly. See [Tagging Your Audio Tracks](#).
- If you are connected to the Internet and have registered with a music information provider, album information will automatically be retrieved.

Tagging Your Audio Tracks

To tag an audio track is to add descriptive information to it, so that you can distinguish the track from among others later. Every audio track (MP3 or WMA file) has a set of properties that contains information such as song and album title, artist name and genre. Using these properties, your player organizes your music library into categories such as albums, artists and genres, enabling you to browse your huge collection of audio tracks quickly and easily.

If an audio track contains inaccurate properties, such as unrecognized characters or incorrect details, you may not be able to perform accurate searches on your player.

For a better experience, make sure your audio tracks contain correct properties.

To fill in properties automatically

While connected to the Internet, use Creative Centrale to "rip" audio tracks from audio CDs. Creative Centrale uses MusicIDSM from Gracenote[®]

to automatically retrieve information about your audio CDs and create track properties.

For more information, refer to the application's online Help.

To fill in properties manually

You can use Creative Centrale to fill in audio track properties manually. For information on how to do this, click the Help  button in Creative Centrale. Under the Search tab, type 'Tagging Media Files Manually' in the text box and click

List Topics.

Transferring Files to Your Player

You can use [Creative Centrale](#) to easily transfer files to your player. For information on how to do this, click the Help  button in Creative Centrale. Under the Search tab, type 'Transferring Media Files to Portable Players' in the text box and click List Topics.

Creating Playlists

A playlist is a combination of selected tracks that you save for subsequent playback.

On your player, a playlist first resides in the Selected Music view. See [Entering Selected Music view](#).

You can keep a playlist in

Selected Music view indefinitely, but the playlist may become too long and unmanageable. To better manage your playlists, save your old playlists and create new ones periodically.

To create a playlist in Selected Music view

1. On the main menu, select Music.
2. Select any submenu with audio tracks, for example, All Tracks.
3. Select the track you want.
4. Press **⏮** and select Add to Selected.
5. Repeat the above until your playlist in Selected Music view is complete.
6. To save the playlist, you must be in the Now Playing view. If you are not in this view, select a track, press OK and select **Play**.
7. To save the playlist, press **⏮** and select Save as Playlist. A virtual keypad appears.
7. Use the Direction Pad to select characters to name your playlist. Press **⏮** for additional character sets and symbols.
7. When you have finished, select the **OK** on the keypad.
7. The playlist is stored in the Playlists submenu.
- 7.

Entering Selected Music view

You can select a list of preferred music for playback. Selected music will be stored in the selected music view indefinitely until you save them as a playlist.

1. On the main menu, select Music → Now Playing.
2. Press OK. In the Now Playing view, the progress bar changes to a rating bar.
3. Press OK a second time. Any Album Art you have is displayed on the screen.
4. Press OK a third time. The Selected Music view appears.
5. To exit, press ↵.

Playing and Managing Music Tracks

You can search for music tracks by album, artist or genre.

If you have combined tracks from various albums, and saved them as playlists, you can also search your tracks by playlist. See [Navigating a List Quickly](#)

1. Press and hold  to enter the main menu.
2. Select Music.
3. Select a category, such as Albums or Playlists.
3. If you want to search by track title, select All Tracks.
4. Select the track you want, and press .



- For effective searches, tag your tracks properly. See [Tagging Your Audio Tracks](#).
- For long lists of tracks, use the alphabet bar. See [Navigating a List Quickly](#).

Adjusting Volume

While a song or video is playing, press  or  to increase or decrease the volume. The volume is adjusted and the volume bar disappears after a short while.



To limit the maximum volume level on your player, see [Enabling Volume Restriction](#).

Shuffling and Repeating Tracks

You can shuffle or repeat your list of selected tracks by selecting a different play mode.

1. In the main menu, select System → Audio Settings → Play Mode.
2. Select one of the following options:
 - Normal
 - Plays your selected tracks in sequential order.
 - Repeat Track 
 - Repeats the current track.
 - Repeat All 
 - Repeats all selected tracks.
 - Shuffle 
 - Plays all selected tracks in random order, once only.
 - Shuffle Repeat 
 - Plays and repeats all selected tracks, in random order.
 - Track Once 
 - Stops playing after the current track ends.



You can also access **Play Mode** by pressing  while playing a track.

Searching for Similar Tracks

If you like the song you are playing now, you can do a quick search for other titles by the same artist. While the song is playing, press  and select Lookup Artist.



The Lookup Artist option is also available from the Selected Music view. See [Navigating a List Quickly](#).

Rating Tracks

Rate how much you like a track, so your player's DJ (see [Being your own DJ](#)) can automatically play your favorite tracks. Choose from one to five stars.

1. On the main menu, select Music → Now Playing.
2. Press OK. In the Now Playing view, the progress bar below changes to a row of stars.
3. Press  or  to select a rating.
4. Press OK.

Removing Tracks

On your player, to remove tracks is to remove them from the Selected Music view only. The tracks are still in the player and can be accessed from submenus like Artists or Albums.

To permanently remove tracks, use the delete function. See [Deleting Tracks](#)

1. On the main menu, select Music → Now Playing.
2. Press OK. In the Now Playing view, the progress bar changes to a rating bar.
3. Press OK again. The Selected Music view appears.
4. Press  or  to select a track.
5. Press  and select one of the following:
 - Remove... → Remove Track
 - Removes the current track from the list.
 - Remove... → Remove All
 - Clears the list.

Deleting Tracks

This action permanently deletes tracks from your player.

To only remove tracks from the Selected Music view, see [Removing Tracks](#)

1. On the main menu, select Music.
2. Select any submenu with audio tracks, for example, All Tracks.
3. Press  or  to select a track.
4. Press  and select Delete Track or similar, depending on what you are deleting.

Using Bookmarks

A bookmark marks a point within a track, so you can return to it at a later time.

For example, if you are listening to your recording of an interview, insert a bookmark if you need to stop halfway through. When you want to continue listening from where you left off, go to this bookmark.

You can use up to 10 bookmarks at any one time.

To insert a bookmark

1. Play the track that you want to bookmark.
2. In the Now Playing view, while the track is playing, press  and select Set Bookmark.
3. Select a bookmark number.
3. If all 10 bookmark numbers have been assigned, clear an existing bookmark. In the main menu, select Music → Bookmarks. Press  and select Clear Bookmark.

To go to a bookmark

1. On the main menu, select Music → Bookmarks.
2. Select the bookmark that you want.

Searching within Tracks

You can specify, in seconds or minutes, where you want to start playing a track. For example, if you want to start playback one minute into the track, you can 'seek to' the one minute position and then begin playback from there.

1. While a song is playing, press and hold  to enter the main menu.
2. Select Music → Now Playing.
3. Press  and select Seek To. A progress bar and timer appear.
4. Press  or  to move backward or forward within the track.
5. Press OK.
- 5.

Being Your Own DJ

Instead of selecting tracks yourself, let your player's DJ pick out tracks for you.

1. On the main menu, select Music →DJ.
2. Select one of the following:
 - Album of the Day
 - Plays any album.
 - Random Play All
 - Plays all tracks, including your recorded tracks, in random order.
 - Most Popular
 - Plays frequently played tracks
 - Rarely Heard
 - Plays rarely played tracks.
 - Highly Rated
 - Plays tracks that you have rated highly.
 - Yet to be Rated
 - Plays tracks you have yet to rate.
3. Press OK.
- 3.
- 3.

Playing Audible Files

You can search and play Audible spoken word files the same way you search and play music tracks. See [Playing and Managing Music Tracks](#).

In addition, you can skip sections within Audible files.

To skip sections within an Audible track

1. If you are not in the Now Playing view, press and hold  to enter the main menu, then select Music → Now Playing.
2. Press OK until the progress bar is divided into sections.
3. Press  or  to skip sections.

Listening to the Radio*

Your player saves FM radio stations as presets.

The FM frequency range on your player is set to "International" by default. Most regions in the world receive FM broadcasts in this range.



*The FM Radio option is available on selected models only.



If you are using your player in Japan, make sure you have selected "Japanese" as your player's default language before selecting your FM region.

1. On the main menu, select FM Radio.
2. Press  and select Set Region.
3. Select the FM Region that you want.

Performing an Autoscan and Autosave

1. Connect your earphones to the earphone jack. Your earphones act as an antenna and must be connected to your player for radio reception.
2. In the main menu, select FM Radio.
3. Press  and select Autoscan.
4. When prompted to start autoscan, select Yes.

Performing a Manual Scan

1. Connect your earphones to the earphone jack. Your earphones act as an antenna and must be connected to your player to receive radio signals.
2. On the main menu, select FM Radio.
3. Press ► to go to Manual Scan view. On your display, the word 'preset' disappears.
4. Press and hold ◀ or ▶ to scan for the next available radio station.
4. Press ◀ or ▶ to fine-tune the frequency.
5. Press ⏏ and select Save as Preset.

Naming or Renaming a Radio Preset

1. On the main menu, select FM Radio.
2. Select a preset.
3. Press  and select Name Preset. A virtual keypad appears.
4. Use the Direction Pad to select characters to name your preset. Press  for additional character sets and symbols.
5. When you have finished, select **OK** on the keypad.

Deleting Radio Presets

1. On the main menu, select FM Radio.
2. Select a preset.
3. Press  and select Delete Preset.

Viewing Your Presets

1. On the main menu, select FM Radio.
2. In FM Radio view, press OK. The list of presets appears.

Recording with the Built-in Microphone

1. On the main menu, select Microphone.
2. Place your player as close as possible to the source you are recording.
3. Press ►|| to start the recording.
4. To pause a recording session, press ⏸ and select **Pause**.
4. To resume, press ►||.
5. To end the recording session, press ►||.
5. The player automatically saves the recording. The track is named "MIC", followed by the date and time of the recording (YYYY-MM-DD HH:MM:SS). For example, if you record a track on August 13, 2008 at 3:15 am, the track is named MIC 2008-08-13 03:15:00.



- You can split a long recording session into different files. While recording, press ⏸ and select **Split**. Your player automatically saves the current recording and immediately starts a new one.

Playing Recordings

1. On the main menu, select Music → Recordings.
2. Select the track you want. The track plays automatically.

Viewing and Managing Photos

View photos individually, or as a slideshow, on your player. You can also play music at the same time.



- Your player displays photos in the JPEG (JPG) format only.
- Expect a short interval before the photos you select are displayed. Your player is preparing to load and display the photos.

Viewing Photos

1. On the main menu, select Photos → Pictures. Folders of photos appear.
1. If your photos are not yet organized into folders, thumbnails appear instead. Go to step 3.
2. Select a folder. The photos from that folder are displayed as thumbnails.
3. Select a thumbnail. The photo appears in full screen.
4. You can do many things with your photo. Press  and select one of the following:
 - Rotate to turn the photo 90° clockwise.
 - Zoom In to zoom in on a photo. To move across, or pan the photo, use the Direction Pad.
 - Rate Picture to give the photo a rating. Press  or  to increase or decrease the rating.
 - Next Rated to display the next photo with a rating.
 - View Details to display information about a photo, for example, its file size and its dimensions.
 - Delete Picture to remove the photo.
 - Set as Wallpaper to use the photo as your player's wallpaper.
 - Start Slideshow to start a slideshow of all the photos in the folder you are viewing. See [Viewing slideshows](#).
 - Set Slide Interval to change the slideshow interval duration.
 - Settings to change various player settings.
 - **Turn On Speaker/Turn Off Speaker** to turn the speaker on/off.*
 - Volume to adjust the volume of any track you may be playing concurrently.
 - **Lock** to temporarily disable your player's buttons.
 -



*The Built-in Speaker feature is available on selected models only,

Displaying Photo Folders

You can display your folders in a list or in rows. Choose the latter if you have many folders. To change how your folders are displayed, select a folder, press  and select Switch View.



You can choose not to display selected folders.
For more information, see [Hiding video or photo folders](#).

Viewing Slideshows

1. On the main menu, select Photos → Pictures.
2. Select a folder or thumbnail, and press ►||.
3. To stop the slideshow, press ◀.
3. During the slideshow, you can press ⌘E for additional photo options. See [Viewing photos](#).



You can have music while viewing a slideshow.
Just play tracks before starting your slideshow.

Playing and Managing Videos

Use Creative Centrale to transfer videos to your player. It automatically converts your videos to a format supported by your player. For information on how to transfer videos and other media files, click the Help  button in Creative Centrale. Under the Search tab, type 'Transferring Media Files to Portable Players' in the text box and click List Topics.

Playing a Video

1. In the main menu, select Videos.
2. Select a video and press ►||.
3. To pause the video, press ►||. Press again to resume.
4. To stop the video, press ◀.
5. To rewind or fast-forward, press and hold ◀or ▶.
5. Release the buttons to resume playback.
6. You can do many things with videos. Press ⚙️ and select one of the following:
 - Seek To to specify, in minutes or seconds, where you want to start playing a video. Within the progress bar that appears, press ◀or ▶to move backward or forward within the video.
 - **Turn On Speaker/Turn Off Speaker** to turn the speaker on/off.*
 - Volume to adjust the audio volume.
 - **Lock** to temporarily disable your player's buttons.



Use [Creative ZEN Centrale](#) to transcode all video files to a suitable format before loading the files to the player.

*The Built-in Speaker feature is available on selected models only.

Deleting a Video

1. On the main menu, select Videos → Video.
2. Select a video.
3. Press  and select Delete Video.
4. Select Yes.

Hiding Video or Photo Folders

You can hide video and photo folders containing items that you do not want your player to display.

1. Press and hold  to enter the main menu.
2. Select Videos → **Video**, then select a video folder.
2. OR
2. Select Photos → **Pictures**, then select a photo folder.
3. Press  and select Protect. A Protected Info icon appears on the folder.
4. Press and hold  to enter the main menu.
5. Select System → Player Settings → Protected Info: Show or Hide to select whether to show or hide the protected folders.



- You cannot hide individual videos or pictures.
- The Protect or Unprotect option appears only if the Protected Info setting is set to Show.

Setting a Password for Protected Folders

You can password protect your Protected Info setting.

1. Press and hold  to enter the main menu.
2. Select System → Player Settings → Protection Password.
2. Use the Direction Pad to enter a 4-digit numeric password.
3. Press OK to select the checkmark .
4. Press OK again to confirm the password.
4. You will be prompted for this password when you select System → Player Settings → Protected Info: Show or Hide to select whether to show or hide the protected folders.
5. To disable or change your password, see [Disabling or Changing the Password](#).



If you have forgotten your password, see [To clean up your player's memory](#) for information on how to reset the password.

Disabling or Changing the Password

1. To disable the password feature or change your password, select System → Player Settings → Protection Password.
2. Use the Direction Pad to enter your current password.
3. To disable the password, use the Direction Pad to enter 0000.
3. To change the password, use the Direction Pad to create a new password.
4. Select the checkmark to confirm your settings.

Managing Organizer Data

Your player can store your contacts, calendar events and tasks from organizer programs such as Microsoft® Outlook. For information on how to do this, click the Help  button in [Creative Centrale](#). Under the Search tab, type 'Synchronizing Organizer Data with Player' in the text box and click List Topics.

Viewing the Calendar

1. In the main menu, select Extras → Organizer → Calendar.
2. Use the direction pad to select a month and day.

Viewing Today's Tasks

1. In the main menu, select **Extras** → **Organizer** → **Tasks**.
2. Use the direction pad to select a task that you want.



For more information on adding tasks, see [Managing Organizer Data](#).

Viewing Contacts

1. In the main menu, select **Extras** → **Organizer** → **Contacts**.
2. Select a name in your contact list to view details about the contact.



For more information on adding contacts, see [Managing Organizer Data](#).

Assigning Menu Shortcuts

You can access the function you use most often by assigning a menu shortcut to your player's My Shortcut button .

Do one of the following:

- Press and hold , and then select the desired function, or
- On the main menu, select System → Player Settings → My Shortcut Button → the desired function.

Configuring Your Player's Menus

You can personalize the main menu by adding, removing and re-ordering menu items. For example, if you usually search for songs by album, you can add Albums to the main menu so you can access the Albums view more conveniently.

To add/remove menu items

1. Press and hold  to enter the main menu.
2. Press , and select Configure Menu.
3. To add menu items, press  or  to highlight the desired menu item.
4. Press OK. A tick appears next to the selected item. You will see this item on the main menu subsequently.
4. To remove menu items, clear the tick.

To change the order of menu items

1. On the main menu, press  or  to highlight the menu item you want to move.
2. Press , and select Change Order.
3. Press  or  to re-order the menu item.
4. Press OK.

To revert to the default menu settings

On the main menu, press  and select Default Menu.

Setting the Menu Language

1. On the main menu, select System → Language.
2. Select the language that you want.

Turning On/Off the Speaker*

1. Press .
2. Select Turn On Speaker or Turn off Speaker.



Connecting or disconnecting your earphones automatically switches the audio output between the built-in speaker and the earphones.

*The Built-in Speaker feature is available on selected models only.

Changing Audio Settings

You can configure audio settings on your player in the following ways:

- [Using Equalizer \(EQ\)](#)
- [Enabling Volume Restriction](#)
- [Enabling Smart Volume](#)
- [Enabling Bass Boost](#)

Using Equalizer (EQ)

EQ is the player's collection of equalizer settings, which you can use to enhance the quality of your audio tracks. You can select an equalizer preset or customize your own settings to suit the genre or style of your music.

To select an equalizer preset

1. On the main menu, select System→Audio Settings→EQ.
2. Select one of the EQ menu items.
2. When an EQ setting is selected,  appears on the Now Playing view.

To customize equalizer settings

1. On the EQ screen, select Custom EQ.
1. Each slider on the Custom EQ screen represents successively higher frequencies that can be adjusted.
 - 80 controls bass frequency
 - 250 adjusts the low mid-range frequency
 - 1k adjusts the mid-range frequency
 - 4k adjusts the upper mid-range frequency
 - 13k adjusts the treble frequency.
2. Select a slider.
3. Press  or  to move the control knob up or down, to vary the amount of boost or reduction in the selected frequency range.
4. Press  or  to select the remaining sliders, and repeat step 3.
5. Select the checkmark to save and enable the Custom EQ settings.

Enabling Volume Restriction

Listening to audio at high volume for prolonged periods may damage your hearing. To protect your hearing, control your player's maximum playback volume.

To enable volume restriction

1. On the main menu, select System → Audio Settings → Restrict Volume. The volume bar appears.
2. Press Δ or ∇ to set the maximum volume that you want. You will be prompted to set a password.
3. Use the direction pad to set a password.
3. To disable password protection for this feature, enter 0000.
4. Use the direction pad to save your password and enable volume restriction.

To disable volume restriction

1. On the main menu, select System → Audio Settings → Restrict Volume. You will be prompted for your password.
2. Use the direction pad to enter your password. The volume bar appears.
3. Press Δ to set the volume to the player's maximum of 25.
4. Select OK. The Restrict Volume setting turns off.

Warning!

Stop audio playback on your player before disabling this feature. Your player will play back audio at maximum level when you increase the volume to the maximum level of 25. Listening to audio at high volume may damage your hearing.



- If you forget your password, see [To clean up your player's memory](#).
- For more information about volume restriction, see www.creative.com/volume_restriction

Enabling Smart Volume

You can limit the volume range of playback with Smart Volume. When enabled, Smart Volume sets playback at a constant volume, so you do not have to continually adjust the volume when you play back different tracks.

On the main menu, select System → Audio Settings → Smart Volume.

Enabling Bass Boost

Enabling bass boost enhances the quality of some audio.

On the main menu, select System → Audio Settings → Bass Boost.

Changing Display Settings

You can configure display settings of your player in the following ways:

- [Changing the Theme](#)
- [Setting the Backlight Duration](#)
- [Setting the Display Brightness](#)

Changing the Theme

You can change your player's display color by selecting a different theme.

1. On the main menu, select System→ Display Settings→Theme. The current theme is displayed.
2. Select the theme that you want.
- 2.

Setting the Backlight Duration

1. On the main menu, select System → Display Settings → Backlight Time.
2. Select the time that you want before your player's backlight dims.

Setting the Display Brightness

1. On the main menu, select System → Display Settings → Brightness.
2. Select the setting that you want.

Changing Player Settings

You can configure general player settings in the following ways:

- [Setting the Idle Shutdown Time](#)
- [Enabling the Sleep Timer](#)

Setting the Idle Shutdown Time

You can specify how long your player can remain inactive before it automatically shuts down. This feature helps you save battery power.

1. On the main menu, select System → Player Settings → Idle Shutdown.
2. Select the setting that you want.

Enabling the Sleep Timer

You can specify a fixed period of time your player remains active before it automatically shuts down. For example, when you want to shut down the player after it has played music for an hour.

1. On the main menu, select System → Player Settings → Sleep Timer.
2. Select the duration that you want.

Changing Clock Settings

You can configure your player's clock in the following ways:

- [Setting the Date and Time](#)
- [Setting the Alarm](#)
- [Displaying the Time](#)

Setting the Date and Time

1. On the main menu, select Extras → Date & Time. The current date and time are displayed.
2. Press  and select Set Time or Set Date. Use the direction pad to change the time or date settings.
3. Press  or  to select a date or time field.
4. Press  or  to change the value of the field, and press OK.

Setting the Alarm

1. On the main menu, select Extras → Date & Time. The current date and time are displayed.
2. Press  and select Set Alarm.
3. Select Time, and use the direction pad to change the time settings.
4. To change other alarm settings, select the setting you want, and use the direction pad to make the changes.

Displaying the Time

1. On the main menu, select System → Clock Settings.
2. Select Clock in Title.
3. Select Digital if you want the time to be displayed on the top left corner of your player screen. Otherwise, select Disable.



The title will be replaced with the time when the player is inactive for a few seconds.

Resetting Your Player

You can reset your player to its original settings. In the main menu, select System → Reset Settings.

Applications

Your player initially contains a starter pack that includes the Creative Centrale software. You can also download this software from www.creative.com/zenmozaic-ez/getstarted.

Creative Centrale

Creative Centrale is your complete media experience in one software. Use it to easily rip, tag, and organize all your media files. For a complete and easy guide for using this software, start Creative Centrale and click the Help  button.

Frequently Asked Questions

This section covers questions you might have while using your player. For further assistance, you may wish to consult our self-help tool "Knowledge Base". Go to www.creative.com, select your region and then select Support.

For the latest firmware updates to improve the player's functionality, go to www.creative.com, select your region and then select Support → Downloads.

[**Can I transfer Digital Rights Management \(DRM\) protected WMA files to my player?**](#)

Yes. Your player supports Windows Media® DRM (WMDRM) 9 file format.

To transfer media files to your player, use [Creative Centrale](#) or Windows Media Player.

[**I cannot play DRM-protected WMA files on my player. What do I do?**](#)

The files may have become corrupted during transfer or the DRM license may have expired. If the DRM license is still valid, try transferring the files again using [Creative Centrale](#), or Windows Media Player.

[**How do I transfer videos to my player?**](#)

Use the [Creative Centrale](#) software to transfer videos to your player. Creative Centrale automatically converts videos to formats that are suitable for your player.

[**I have to recharge the player's battery quite often. Is there anything I can do to make it last longer?**](#)

Generally, any operation requiring your player to access the memory consumes battery power. However, some operations require more battery power:

- a long display duration setting. A shorter display duration setting saves battery power.
- a high brightness setting. Position the player so that you can read the display without using a high contrast setting.
- fast forwarding or rewinding.
- turning the player on and off too many times.
- prolonged use at high volume.
- enabling equalizer settings.

[**My player's volume is very soft. What can I do?**](#)

If you have enabled the Restrict Volume setting, make sure that the maximum playback volume that you have selected for your player is not too low. For more information, see [Enabling volume restriction](#).

[**How do I reset my player?**](#)

If your player stops responding, gently push the end of a thin object (such as a pin or straightened paperclip) into the Reset hole. You can also use the tip of your earphone plug to reset the player.

[**My player is performing erratically. What can I do?**](#)

Your player may occasionally operate at less than optimal performance for a number of reasons, for example, if the music library is rebuilt frequently when no changes have been made to it.

Selecting Clean Up in your player's

Recovery Mode menu cleans, rebuilds and reorganizes your player's memory and restores it to optimal efficiency. Save a copy of your player's content before cleaning up the memory.

[**To clean up your player's memory**](#)

1. Turn off your player.
2. Press and hold  to turn on the player.

3. When the **Creative** logo appears , press and hold  until the **Recovery Mode** screen appears. Three menu items are shown: Clean Up, Format All, and Reboot.
4. To clean up your player's memory, select Clean Up.
5. When the cleanup is complete, select Reboot. Your player restarts and starts rebuilding its music library.

To format your player in Recovery Mode

If your player is still performing erratically after you have cleaned up your player's memory, format your player.

1. Turn off your player.
2. Press and hold  to turn on the player.
3. When the **Creative** logo appears , press and hold  until the **Recovery Mode** screen appears. Three menu items are shown: Clean Up, Format All, and Reboot.
4. To format your player, select Format All.
5. When formatting is complete, select Reboot. Your player restarts and starts rebuilding its music library.

Warning!

Formatting your player erases all content on your player's memory and resets your player's firmware to default settings. If possible, back up all data on your player before proceeding.



If you are prompted to choose the file system for formatting, select only FAT32.

You may see one of the following diagrams on the player's display. For more information, click on each diagram below.



My player does not turn on or has stopped responding. What do I do?

- Make sure that your player is not locked. See [Locking Your Player](#).
- Your battery may need to be recharged. Charge your player's battery with the power adapter or connect your player to your computer's USB port with the supplied USB cable.

Where can I get more information on Creative products?

See www.creative.com

and select your region or country for updates and downloads relating to all Creative products.

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